

Shared Application Hosting – Open Source

Product Summary

Shared Application Hosting is useful for customers not wishing to own and maintain their own server and application software environments. The premise of shared hosting is that multiple customers are housed in an environment where resources are shared. With Shared Application Hosting ITS performs all hardware and software maintenance and ensures the highest level of uptime possible for the overall environment. Customers may create and maintain their own site content or contract with ITS or an outside vendor for site development. ITS provides access to each customer's shared hosting account via Secure FTP or users may publish files from a variety of HTML editors. Agency technical personnel essentially see a virtual server running only their application.

Shared Application Hosting – Open Source offers the least expensive way to create and host applications using J2EE compliant software. The software used in this environment is Open Source, which means it is available without a licensing fee; however, support comes with a charge. Each integral part is supported by the user community and is reliable for production purposes. The base server components are:

- **Operating System:** Linux
- **Web Server:** Apache
- **Application Server:** Tomcat
- **Scripting:** CGI, PHP, JSP
- **Databases Supported:** MySQL, DB2, SQL Server, or Oracle

Unlike commercial companies, this product is connected to the State's private network and contains security features required by government entities. Optional support services for which ITS has core competencies are also available. ITS provides a robust production server in a secure, safe, and environmentally controlled location. The power source boasts dual power supplies, redundant backup generators, and redundant UPS and battery systems to ensure uninterrupted power. The network is monitored continually to provide maximum RAS. For the safety and security of the users of this product, ITS maintains and controls the operating software on these servers. Users are not allowed to download and compile additional software in their accounts. For applications to be deployed on the production server, they must be developed on an ITS Development server and tested on the ITS Application Testing (AT) server. The price for this product includes all three environments.

Product Features or Description of Services

Shared Application Hosting – Open Source Features			
Feature	Detail	Feature	Detail
Application Disk Space	100MB	CGI-BIN, Perl, SSI, Cronjobs	Yes
Data Transfer / Bandwidth	30GB/MO	Approved domains supported	5
Maximum Memory Allocation	128KB	Security: Shared SSL	Yes
Maximum Stack size	128KB	IP Addresses	One
Operating System	Linux	24/7 FTP Access	Yes
Web Server	Apache	Support for UMD authentication	Yes
Database	MySQL +	Web Statistics (upon request)	WebTrends

Database Administration	PhpMySQL Admin	Java Servlet, JSP, J2EE compliant	Yes
Application Server	Tomcat	Monitoring	System only
Applications Allowed	1 per domain	FrontPage 98/2000/2002 Ext.	No
Website Access / Control	Samba or Secure FTP		

Product Benefits

Shared Application Hosting – Open Source Benefits	
Connected to the State of Utah PRIVATE network	
Firewall protection against unwanted intrusion	
Local technical support	
Filtered content (i.e. Spam, Pornography, Commercial Advertising . . .)	
Located in a physically secure facility with a redundant, controlled environment (power, air, humidity, halon fire protection, etc.)	
Consistency between the development, testing, and production environments	

Additional Services available for this Product

Optional Services Not Included with Product	
Database design, performance, and administration	
PHP and Java development services and consulting	
eDirectory with Utah Master Directory (UMD)	
Open source portal development / integration	
Website development	
Graphic design, Flash development, and animation creation	
Video and audio streaming and administration	
Managed services such as monitoring and capacity planning	
Technical writing and content editing	
Backup of applications and data directories can be performed as often as hourly depending on customer requests. Data retention periods can also be customized.	

Related ITS Products

Related ITS Products	
Product	Description
<i>Shared Application Hosting - Managed</i>	ITS provides shared hosting for customers requiring either Sun Microsystems' Sun ONE or IBM's WebSphere web and application servers.
<i>Managed Hosting</i>	ITS accepts responsibility for the administration functions required by the customer. This could include maintaining the operating system, web and/or application server, and even database administration. The customer decides what they want to control and then leaves the rest up to ITS.

Co-located Hosting	The customer is responsible for the hardware and software and contracts with ITS to place the server in the State's Data Center. ITS provides a secure, environmentally controlled facility, power, and network connectivity (pipe, power, and ping).
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ITS Responsibilities

ITS Responsibilities
Provide the secure physical facility and all environmental controls for the server and disk array
Monitor and maintain the integrity of the network
Install and maintain the server hardware for the DEV, AT, and PROD environments
Install and maintain the Linux operating system for the DEV, AT, and PROD environments
Install and maintain the Apache web server (choose either version 1.3 or 2.0.48) for the DEV, AT, and PROD environments
Install and maintain the Tomcat application server (currently version 4.1.31) for the DEV, AT, and PROD environments
Install and maintain MySQL (version 4.0.18) software (this does not include database administration) for the DEV, AT, and PROD environments
Provide the tools to be used by each customer to develop their own instance of MySQL
Provide and install base OS software and hardware upgrades in the DEV, AT, and PROD environments as necessary
Coordinate scheduled downtime with customers
Backup the system and source code/applications nightly
Provide Siteminder WebAgent 5QMR7

Customer Responsibilities

Customer Responsibilities
Develop and maintain the customer's database schema and the integrity of the data for each instance of MySQL
Develop and maintain all application software running in customer's server instance. Customer must develop and test software in the DEV and AT environments before deploying to production
Follow the standards and procedures required by ITS to ensure a secure and stable operating environment for all users on the server. Do not use the production server for development or testing
Provide customer support services to the end-users of the application
Perform all pre-production requirements required by application including startup scripts, development, and acceptance testing, prior to production deployment. Isolating these functions will require an account on ITS non-production servers.

ITS Customer Support

ITS Customer Support
Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
Total Time to Resolution targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for

urgent priorities.

Performance against Initial Response and Resolution targets is measured regularly.

Customer satisfaction is measured regularly.

Service outages are analyzed to determine root causes and to indicate future preventative measures.

Product Rate

Shared Application Hosting – Open Source Rates		
Frequency of Billing	Description	Rate (\$)
Monthly charges	Hosting services	\$50.00
	Custom SSL Certificate (optional)	\$10.00
	Remote Backup (optional)	\$5.00 / ea.
	Additional Unmanaged Storage	\$.005 / MB
	Additional Managed Storage	\$.0375 / MB
One time charges	Setup	No Charge
Optional feature one time charges	Consulting services (as needed)	75.00/hour

Ordering the Product

An order form is available on the its.utah.gov web site. Select **Products and Services**, then **Hosting Products and Services**, and finally, **Shared Application Hosting: Open Source**. If you need further help, please contact your Customer Relationship Manager.

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.